PRIMARY CARE NETWORK (PCN)



Member Guide

> 1-888-222-2542 health.utah.gov/pcn

Primary healthcare is now within your reach.

Co-Pay Summary

This is only a summary of PCN services and co-pay amounts. Plan restrictions may apply. The maximum co-pays you will be required to pay (out-of-pocket) is no more than \$1,000 per person/per year. (American Indians/Alaska Natives do not have a co-pay when getting services at Indian Health Services or tribal facilities.)

Services*	Co-Pay Amount
Visits to Primary Care Provider	\$5 per visit
Prescriptions (Limit: 4 per month)	\$5 for generic and OTC (over-the-counter) 25% of allowed amount for brand name
Dental exams, cleanings, fillings, routine x-rays, tooth extractions	10% of allowed amount
Immunizations	\$5
Eye exam (one exam per year)*	\$5
Laboratory services	5% of allowed amount if over \$50
X-rays	5% of allowed amount if over \$100
Medical equipment and supplies	10% for covered services over \$50
Emergency room visits (Restrictions apply. Not all emergencies are covered. See page 13.)	\$30 per visit
Ambulance ride	\$0
Birth Control	\$5

^{*}Services that are not covered include: prescription eyeglasses, contact lenses, MRI's, CT Scans, Dexa Scans, outpatient hospital services, specialty care, pregnancy related services, mental health services, occupational therapy, physical therapy and chiropractic services. See the PCN Member Guide for details.

Primary Care Network Member Guide

Covered Services for PCN Members

1-888-222-2542 www.health.utah.gov/pcn

This guide may be copied and distributed without permission.

Utah Department of Health

November 2006

Name:
Client ID Number:
PCN Case Number:
Eligibility Worker: ————————————————————————————————————
Primary Care Provider:
Pharmacy:
Dentist:

Health Resource Line: 1-888-222-2542 or www.health.utah.gov/pcn/Providers.htm

Medicaid Information Line: 801-538-6155 or 1-800-662-9651

(for questions about providers, dentists, or clinics)

(for questions about covered services)

Table of Contents

Co-Pay Summaryinside from	it cover
Introduction	1
Welcome	2
Summary of Covered Services	3
Interpretive Services	4
Your Rights	4
HIPAA (Privacy Act)	4
Getting Started	7
Primary Care Provider	8
Finding a Provider or Dentist	8
Out-of-Pocket Maximum	9
Your PCN Card	9
Enrollment Review	10
Reporting Changes	10
Covered Services	11
Basic Services	
Visits to a Primary Care Provider	12
Dental Services	12
Prescriptions	13
Immunizations	13
Screenings	14
Eye Exam	14
Lab Services and X-Rays	14
Additional Services	
Diabetes Products	15
Birth Control	16
Medical Equipment & Supplies	16
Emergency Care	
Ambulance and Emergency Room Visits	17
Inpatient Hospital & Specialty Care	4.0
Specialty Care	19
Inpatient Hospital	20
Specialty Care	20
Resources A-Z	23



Introduction

This section explains the Primary Care Network (PCN) program and the purpose of the Member Guide.

Member Guide

health.utah.gov/pcn

Provider Manual health.utah.gov /medicaid/tree

Welcome

Welcome to the Primary Care Network (PCN). PCN is a health plan offered by the Utah Department of Health. Most services you receive from a primary care provider in his/her office during regular business hours are covered. While on PCN, you can get services from a primary care provider that accepts PCN. Services include regular doctor visits, screenings, up to four prescriptions a month and dental services, etc. PCN is somewhat different from other health plans you may have had in the past. It focuses on preventive care and keeping you healthy.

Keep this guide. The Member Guide was designed to help you know which services are covered by your health plan and which ones are not. Keep the Member Guide in a place where you can easily find it. It will help you understand the PCN services that are offered.

The Member Guide is also available online at www.health.utah.gov/pcn. If you need another copy of the guide, you may download the pages from the website or ask your eligibility worker for an extra copy.

Disclaimer. The information in this Member Guide may change without notice. This guide contains a brief description of coverage and is not a policy, coverage or service agreement. An in-depth description of coverage is available in the PCN Provider Manual online. This is found at www.health.utah.gov/medicaid/tree in the folder named "Primary Care Network (PCN)".

Summary of Covered Services

PCN covers most services given by a primary care provider. You will have co-pays for these services. (American Indians/Alaska Natives do not have a co-pay when getting services at Indian Health Services or tribal facilities.) PCN covers:

- Visits to a primary care provider
- Four prescriptions per month
- Dental exams, cleanings, fillings, x-rays and extractions
- Immunizations
- Screenings
- Eye exam (one exam per year), no glasses or contacts
- Routine lab services and x-rays
- Emergency room visits (restrictions apply)
- · Ambulance ride
- Diabetes products
- Birth control
- Medical equipment and supplies

Services that are **not** covered include: eyeglasses, contact lenses, MRI's, CT Scans, Dexa Scans, outpatient hospital services, inpatient hospital, specialty care, pregnancy related services, mental health services, occupational therapy, physical therapy and chiropractic services. Not all emergencies are covered.

More Information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which services PCN covers. See page 8 to learn how to find a primary care provider or dentist near you.

Covered Services see page 11

Medicaid Info. Line 1-800-662-9651

Linguistica Intl. 801-262-4550

Interpretive Services

If you are deaf or hearing impaired, or if you speak another language, your provider may get an interpreter for you. Your provider must use a service that has a contract with Medicaid. Your provider may call the Medicaid Information Line for more information or call Linguistica International for translation services.

Your Rights

You have the right to medical care regardless of your race, nationality, disability, sex, religion, color or age. If your PCN enrollment has been denied and you feel it is unjust, you have the right to:

- Talk to your eligibility worker
- · Talk to your eligibility worker's supervisor
- · Request a fair hearing with a Hearing Officer
- Bring your own legal representation to the fair hearing

In addition to those rights, you also have the right to privacy as described in the Health Insurance Portability and Accountability Act (HIPAA).

Health Insurance Portability and Accountability Act (HIPAA)

Reference: CMS HIPAA Security Series

HIPAA Privacy Act health.utah.gov/hipaa

The HIPAA Privacy Act describes how medical information about you may be used and disclosed and how you may get the information. The Utah Department of Health, Division of Health Care Financing (DHCF) is committed to protecting your medical information, provide this notice to you, and abide by the terms of the notice.

Confidentiality Practices and Uses. DHCF may use your health information to:

- Approve or deny your medical treatment.
- Determine your eligibility in the PCN program in order to make payment to your health care provider.
- Evaluate the performance of a health plan or a health care provider.

Your Individual Rights. You have the right to:

- Request restrictions on how we use and share your health information.
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your health information, including medical and billing records. Fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial (written request only).
- Request corrections or additions to your health information. Request must be made in writing.
 Contact the DHCF Privacy Officer (see page 6) for the appropriate form for your request.
- Request an accounting of certain disclosures of your health information made by us (written request only).

Sharing Your Health Information. There are limited situations when we are permitted or required to disclose health information without your signed authorization. These situations include activities necessary to administer the PCN program and the following:

- For public health purposes such as reporting communicable diseases, work-related illnesses, or other diseases and injuries permitted by law; reporting births and deaths; and reporting reactions to drugs and problems with medical devices.
- To protect victims of abuse, neglect, or domestic violence
- For health oversight activities such as investigations, audits and inspections. (continued)

(continued)

- When otherwise required by law
- When requested by law enforcement as required by law or court order
- To coroners, medical examiners and funeral directors
- For organ and tissue donation
- For research approved by our review under strict federal guidelines
- To reduce or prevent a serious threat to public health and safety
- For workers' compensation or other similar programs if you are injured at work
- For specialized government functions such as intelligence and national security
- All other uses and disclosures, not described in this notice, require your signed authorization. You may revoke your authorization at any time with a written statement.

Our Privacy Responsibilities. DHCF is required by law to:

- Maintain the privacy of your health information
- Provide this notice to you

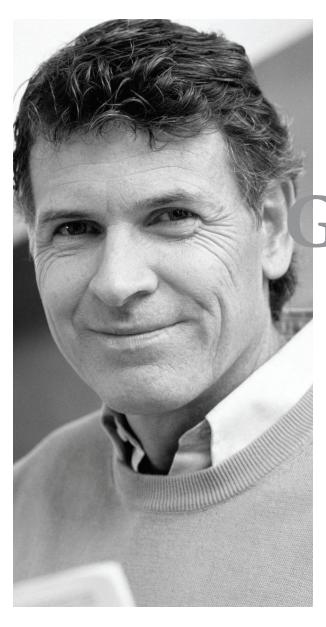
Privacy Officer listed below.

• Follow the terms of the notice currently in effect. We reserve the right to make changes to this notice at any time and make the new privacy effective for all information we maintain. Current notices will be posted in DHCF offices and online at health.utah.gov/hipaa. You may also request a copy of any notice from your DHCF

Contact Us. For more information about your privacy rights, contact:

Craig Devashrayee, DHCF Privacy Officer P.O. Box 143102 SLC, UT 84114-3102 801-538-6641 cdevashrayee@utah.gov

Reference: health.utah.gov/hipaa



Getting Started

This section explains what you need to know about being a PCN member.

Visits to Provider \$5 co-pay

Find a Provider

Primary Care Provider

We recommend that you have a primary care provider. This is your "main" or "family" doctor you would see on a regular basis if you were sick, needed medical advice or a routine exam. (Pregnancy related services are not covered.)

Types of primary care providers. The following types of primary care providers are covered by PCN:

- · Family Practitioner
- General Practice
- Internal Medicine
- Nurse Practitioner
- Pediatrician (for adults)
- · Physician's Assistant

Other providers. The following providers may also give covered services:

- Dentist
- Oral Surgeon
- Audiologist
- Obstetrician and Gynecologist (OB/GYN)
- Optometrist
- Diabetes Educator

Finding a Provider or Dentist

If you already have a primary care provider or dentist, ask if he or she accepts PCN. Otherwise, you may choose one from the PCN Provider List. The most current list is online. The options below will help you find clinics, providers and dentists near you.

- Visit www.health.utah.gov/pcn/Providers.htm (most current)
- Call 1-888-222-2542 (Health Resource Line)
- Find a provider or dentist in the phone book, and ask if he or she accepts PCN

Find a Provider
or Dentist
1-888-222-2542
health.utah.gov/pcn
/Providers.htm

Out-of-Pocket Maximum

You will not have to pay more than \$1,000 in co-pays for covered services each year. From January to December, PCN tracks when you reach the \$1,000 out-of-pocket maximum. Once you reach the maximum, PCN will cover all the rest of your co-pays. You must pay for services not covered by PCN. Those expenses do not count toward the maximum out-of-pocket amount.

Your PCN Card

Every month, PCN will mail a Primary Care Network Identification Card to you. It is a white page with a yellow background. Save it and please do the following:

- 1. Make sure your information is correct
- 2. Show the card each time you get medical care
- 3. Save old cards for at least one year
- If you don't get a PCN Card, or it is lost or destroyed, call your eligibility worker

PCN Card
It is a white page
(letter size) with a
yellow background
and looks
like this.

Enrollment Fee \$50 or less

Call your eligibility worker to report any changes

Enrollment Review

PCN reviews your enrollment every twelve months from the time you started. At that time, PCN will send you a renewal form. Fill out the form and return it to your eligibility worker. If you are still eligible, you will need to pay the enrollment fee to get covered for another twelve months. The enrollment fee is \$15, \$25 or \$50 depending on your income and situation.

If you change your address and/or phone number, you need to report this change to your eligibility worker. This will make sure that you get the renewal form in time and sent to the correct address.

If your case is closed for more than a month, it cannot be re-opened. If this happens, you may need to wait until the next open enrollment to apply again for PCN. Call your eligibility worker if you have more questions about enrollment and eligibility.

Reporting Changes

You must report any changes in your information or status. Call your eligibility worker if you:

- Get health insurance through another source
- Move to a new address
- Get a new phone number
- Become a full-time student
- Become pregnant

Failure to report these changes may constitute fraud. Some examples of fraud may result in the Utah Department of Health contacting you to recover money spent on your care when you were not eligible for the program.

My eligibility worker:	
, ,	



Covered Services

This section explains the basic services that PCN covers.

Visits to Provider \$5 co-pay

Dental Services 10% of allowed amount

Visits to a Primary Care Provider

Most services you receive from a primary care provider in his/her office during regular office hours are covered. The definition of a primary care provider is on page 8. A provider will help if you need:

- · Physical exam
- Medical advice or general health education
- Immunizations
- Screenings
- General preventive services

You will need to pay the co-pay for the office visit and also a co-pay for services like flu shots, screenings, etc. These places also give limited PCN covered services:

- Public/county health department (see page 24)
- · Rural health clinic
- Community health centers (see page 24)

More information. Call 1-888-222-2542 (Health Resource Line) or visit the web page at www.health.utah.gov/pcn/Providers.htm to find a PCN provider near you. PCN does not cover services at an urgent care clinic (see page 17).

Dental Services

Covered services are limited to:

- Routine check-ups every six (6) months (includes cleaning and x-rays)
- Resin fillings (tooth colored) for front teeth and silver amalgam for back teeth
- Some tooth extractions
- Emergency examination

More information. Call 1-888-222-2542 (Health Resource Line) or visit the web page at www.health.utah.gov/pcn/Providers.htm to find a PCN dentist near you.

Prescriptions

You may get **up to four (4) prescriptions per month** from the pharmacy. Over-the-counter (OTC) diabetes supplies (test strips, lancets and syringes) do not count as one of the four prescriptions. Name brand drugs will be covered only if a generic kind is not available. These are the co-pays for prescriptions:

Generic drugs	\$5
Over-the-counter drugs	\$5
Name brand drugs	25% of
	allowed amount

More information. First, ask your pharmacist for the drug name, strength and "NDC" code. Then, call 1-800-662-9651 (Medicaid Information Line), press 2, then 5 to ask if a certain drug is covered. Over-the-counter (OTC) drugs are covered only if they are on the PCN OTC list, but you must get a written prescription for it first. Then, you may buy it at the pharmacy.

Immunizations

PCN covers these adult immunizations:

- Chicken pox (Varicella)
- Flu (Influenza)
- Hepatitis A
- Hepatitis B
- Hepatitis A & B combined
- Lyme disease
- MMR
- Pneumonia
- Tetanus
- Tetanus & diphtheria
- Rabies

More information. Call 1-800-275-0659 (Utah Immunization Hotline) to learn when you should get these immunizations.

Generic \$5 co-pay

Over-the-Counter \$5 co-pay

Name Brand 25% of allowed amount

Immunizations \$5 co-pay

Screenings co-pay will vary

Eye Exam \$5 co-pay

Lab Services 5% of allowed amount if over \$50

X-Rays 5% of allowed amount if over \$100

Screenings

Get regular screenings from your primary care provider to catch health problems early. Some covered screenings include:

- Cholesterol test
- Mammogram
- Pap smear
- Skin cancer exam

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which screenings are covered.

Eye Exam

PCN will pay for:

• Eye exam (one exam per year)

An optometrist or ophthalmologist, as well as a primary care provider, may give you the eye exam. Before making an appointment, make sure the provider accepts PCN. Eyeglasses, contact lenses, or other vision services are not covered.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more.

Lab Services and X-Rays

Some x-rays related to an injury are covered. Some routine lab services you can get are:

- Chemistry panel (includes the blood glucose level)
- Blood cell count to check for anemia
- Culture, blood or urine test to check for diseases

(continued on next page)

(Lab Services and X-Rays continued)

MRI's, CT Scans and Dexa Scans are not covered. Tests like genetic testing, etc. are not covered without approval from PCN. Ask your provider which tests are covered.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more.

Diabetes Products

PCN covers some supplies to help you manage your diabetes:

- Insulin (only 10 cc. vials)
- Lancets
- Test Strips
- Syringes

All brands of lancets, test strips and syringes are covered and are available over-the-counter. They do not count as one of your four prescriptions per month (insulin does count). However, you will still need to get them at a pharmacy with a prescription from your primary care provider.

Also, PCN may be able to pay for diabetes selfmanagement classes. See your primary care provider for information and a referral.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn which kinds of insulin are covered.

Diabetes Products \$5 co-pay

Birth Control \$5 co-pay

Medical Equipment and Supplies 10% for covered services over \$50

Birth Control

Some birth control options are covered. Talk about these options with your provider. A prescription for birth control is counted as one of your four prescriptions per month. PCN covers:

- IUD
- Condoms
- Diaphragm
- Birth control pills -- generic only (\$0 co-pay)

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn which brands or other methods of birth control are covered. Vasectomies, tubal ligations, or other pregnancy related services are not covered. If you become pregnant, call your eligibility worker. There may be other options to cover you.

Medical Equipment and Supplies

There are many kinds of medical equipment and supplies that may be covered by PCN.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which equipment and supplies are covered.

Emergency Care

For medical emergencies only, PCN will cover:

Ambulance ride

But, PCN may not always cover the following:

- Emergency Room (ER) visit
- Visit with an ER provider

If you feel you are having a life-threatening medical emergency, PCN will cover an ambulance ride (ground or air) to the nearest hospital. But, in order for PCN to pay for the ER visit and visit with ER provider, the final diagnosis must be an "approved" medical emergency. Even if your primary care provider tells you to go to the ER, the final diagnosis must still be approved by PCN.

Many people ask how PCN decides if their emergency care will be approved and covered. First, the hospital will decide your diagnosis (what is wrong with you) and the type of emergency. Second, the hospital will give the diagnosis a billing code. If that billing code is not on the PCN list of approved emergencies (Authorized Diagnoses for Emergency Department), then **you must pay for the emergency care.**

PCN does **not** cover MRI's or CT Scans even if it is during an approved ER visit. Also, if a specialist is called into the ER to visit you, that service will not be covered. For example, if you have an injury and you were seen by an orthopedic specialist along with the ER doctor, then you must pay for the orthopedic specialist.

Urgent care clinic services (like InstaCare) are **not** covered by PCN. You may go to your provider after hours, but if your provider bills the service as "urgent care", then you must pay for the service.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which emergency care services are covered and approved.

Ambulance \$0 co-pay

Approved ER Visit \$30 co-pay

Notes



hpatient Hospital & pecialty Care

This section explains how PCN may be able to help you get the care you need.

Inpatient Hospital 801-538-6567

Specialty Care 801-538-6359 801-538-6265

Fax the Referral fax: 801-474-3804

Inpatient Hospital & Specialty Care

PCN does not cover inpatient hospital or specialty care. However, PCN is committed to finding and arranging specialized care for you when possible. Be aware that you may have to pay for these services. In some cases, free or discounted services may be available.

Inpatient Hospital. PCN does not pay for inpatient hospital services such as inpatient surgery or hospital stays. However, the Inpatient Hospital Care Coordinator may be able to help you arrange for these kinds of services. So, if you need inpatient surgery or if you need to stay in the hospital for more than 24 hours, call 801-538-6567.

Specialty Care. PCN does not pay for specialty care services such as cardiology, gastroenterology, neurology, nephrology, urology, etc. If you need to see a specialist, you must first get a referral from your primary care provider. (Referrals for emergency care are not accepted.) Then, the Specialty Care Coordinator will try to find these services for you. Again, please know you may have to pay for these services.

Only a provider can give a referral for specialty care. When sending a referral to PCN, **your provider must follow the steps below.**

- 1. Write a referral for the specialist or outpatient services. (Phone referrals are never accepted.)
- 2. Include this information on the referral:
 - Patient's date of birth
 - PCN ID#
 - Diagnosis
 - Procedure or specialty care requested
- 3. Fax the referral to: 801-474-3804.

Depending on the type of specialty care your provider requests, it may take 4-8 weeks or more to arrange specialty care services.

More information. It is important for you to understand that PCN does not pay for inpatient hospital or specialty care. However, the Specialty Care Coordinator and Inpatient Hospital Care Coordinator will give you options for getting inpatient and/or outpatient services whenever possible. If you have any questions, please call:

- Inpatient Hospital Care Coordinator 801-538-6567
- Specialty Care Coordinator
 801-538-6359 or 1-866-779-9309
 801-538-6265 or 1-866-779-9307

Notes



esources A-Z

These are some helpful phone numbers of community resources.

Resources A-Z

Emergency 9-1-1	Community Health Centers (CHC) cont'd
General Information 2-1-1 Medicaid Information Line 1-800-662-9651	Payson Family Health Center 801-465-1890 910 E. 100 N., Suite 155, Payson
UDOH Health Resource Line 1-888-222-2542	Stephen D. Ratcliffe CHC 801-328-5750 1365 W. 1000 N., Salt Lake City
Bureau of Eligibility Services 1-800-310-6949	Southwest Utah CHC 435-986-2565 168 N. 100 E., St. George
Community Health Centers (CHC)	Utah Farm Worker Health Clinic 435-723-8276 14 N. 100 E. #2, Brigham City
Bear Lake CHC	Wasatch Homeless Health Care801-364-0058 404 S. 400 W., Salt Lake City
Blanding Family Practice	Wayne CHC
Central City CHC.	Health Insurance
Copperview CHC	CHIP (Children's Health Insurance Program) (1-877-KIDS-NOW) 1-877-543-7669
Enterprise Valley Medical Clinic 435-878-2281 223 S. 200 E., Enterprise	Covered At Work 1-888-222-2542
Fourth Street Clinic (Wasatch) 801-364-0058 404 S. 400 W., Salt Lake City	Medicaid Information Line 1-800-662-9651
Green River Medical Center 435-564-3434 305 W. Main Street, Green River	Primary Care Network
Helper Clinic	Utah Comprehensive Health Insurance Pool (HIP) 1-800-705-9173
Indian Walk-In Center 801-486-4877 120 W. 1300 S., Salt Lake City	Local Health Departments
Midtown CHC 801-393-5355 670 28th St., Ogden	Bear River Health Dept 435-792-6500 655 E 1300 N, Logan
Montezuma Creek Clinic	Central Utah Public Health Dept 435-896-5451 70 Westview Dr., Richfield
Monument Valley Clinic 435-727-3241 4 Rock Door Canyon Rd., Monument Valley	Davis County Health Dept 801-451-3340 Courthouse Annex, 50 E State St, Farmington
Mountainlands CHC 801-374-9660 215 W. 100 N., Provo	Salt Lake Valley Health Dept 801-468-2700 2001 S State Street #S-2400, Salt Lake City
Navajo Mountain Clinic 928-672-2498 #2 Rainbow Rd, Navajo Mountain	Southeastern Utah Health Dept435-637-3671 28 S 1 st E, Price
Oquirrh View CHC	Southwest Utah Health Dept 435-673-3528 168 N 100 E, St. George

Local Health Departments cont'd	Other
Summit County Health Dept435-336-3222 85 N 50 E, Coalville	
Tooele County Health Dept 435-843-2300 151 N Main St, Tooele	
TriCounty Health Dept	
Utah County Health Dept	
Wasatch County Health Dept 435-654-2700 55 S 500 E, Heber City	
Weber-Morgan Health Dept 801-399-7100 477 23rd St., Ogden	
Prescription Drug Assistance	
RxConnect Utah	
State Health Department	
Utah Department of Health 801-538-6101 288 N. 1460 W., Salt Lake City	



PRIMARY CARE NETWORK

Updated November 2006. Information in the PCN Member Guide may change without notice. This guide contains a brief description of coverage and is not a policy, coverage or service agreement. A detailed description of coverage is available online in the PCN Provider Manual at www.health.utah.gov/medicaid/tree in the folder "Primary Care Network (PCN)".

PRIMARY CARE NETWORK

PO Box 144102 Salt Lake City, UT 84114-4102 PRSRT STD U.S. POSTAGE **PAID** SALT LAKE CITY, UT PERMIT NO. 4621